

Federal Occupational Health Service

Federal Occupational Health Service (FOHS) is a Service Unit within the Department of Health and Human Services' Program Support Center. Its mission is to work in partnership with its customers to deliver comprehensive occupational health solutions that improve the health, safety, and productivity of the Federal civilian and military workforce.

FOHS is the largest provider of Clinical, Wellness/Fitness, Employee Assistance Program (EAP), Work/Life, and Environmental Health and Safety services to the Federal Government. FOHS has over fifty-five years of experience providing these services exclusively to Federal agencies. Currently, FOHS provides occupational health services to more than 360 Federal Government departments and agencies, reaching 2.9 million Federal employees. FOHS provides these services in cities and towns all across the country including some of the most remote corners of the United States. In addition, the organization's EAP and Work/Life Services are available to Federal employees and their families stationed in more than 100 countries overseas. The support and services FOHS provides enable agencies to promote health, wellness, and safe work environments for their employees as well as maintain compliance with Occupational Safety and Health Administration (OSHA) and other Federally-mandated standards.

Organizationally, FOHS' services are managed through three Divisions: the **Clinical Services Division**, the **Employee Assistance Program Services Division** and the **Environmental Health Services Division**.

Clinical Services Division

The Clinical Services Division offers a wide variety of health and wellness services to keep employees healthy, productive, and on the job. Clinical services are provided through a package of Basic Occupational Health Center Services or through a fee-for-service set of services that can be customized to meet the needs of its customers.

Basic Occupational Health Center Services are provided through FOHS' 300 Health Centers located in or near Federal buildings throughout the United States. Services include but are not limited to:

- Emergency response/walk-in care and first aid
- Physician-prescribed services such as blood pressure and glucose monitoring, and allergy shots
- Immunizations against influenza, pneumonia, and tetanus (when indicated)
- Traveler's health and immunization information
- Health and Wellness Seminars and Programs on topics such as stress reduction; good nutrition and weight management; reducing cholesterol levels; breast, prostate, colorectal and skin cancer awareness, etc.
- On-line Health Risk Appraisals

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- Health screenings for:
 - High blood pressure
 - Diabetes
 - Vision
 - Tuberculosis
 - Hearing
 - Glaucoma
 - Individual health counseling
 - Outreach Programs

Fee-for-Service Services are also provided through many of FOHS' Health Centers and through an extensive and ever-growing network of private-provider physicians and nurses. Specialized fee-for-service services include but are not limited to:

- **Medical Standards Development** including the development, review, and validation of medical standards for Federal law enforcement agents.
- **Physical Examinations** including pre-placement, fitness-for-duty, employee, and incumbent medical exams.
- **Medical Surveillance Programs** including the development and implementation of both systematic and on-going assessments of employees exposed or potentially exposed to occupational hazards such as noise, asbestos, or toxic chemicals. The Programs help to reduce and prevent occupational illnesses and injuries and ensure compliance with OSHA regulations.
- **Clearance Examinations** for exercise participation, fitness for duty, return to work, and respirator use.
- **Database Management** including the collection, analysis, and reporting of agency medical data to facilitate management of health-related requirements for medical determinations, placement decisions, vaccination status, and test results.
- **Workplace Drug Deterrence Programs** including:
 - Urine collection services
 - SAMSHA-certified laboratory services
 - Medical review of test results
 - Quality assurance and training
- **Pre-deployment Services** for military personnel. Services include immunizations (including anthrax and smallpox), medical examinations, dental examinations and restorations, as well as HIV tests.
- **Automated External Defibrillator (AED) Programs** including:
 - Review of existing AED Programs
 - Development of customized AED programs and protocols
 - AED Medical Director services
 - CPR and AED training and logistical support
 - Equipment selection and purchase
 - Sudden cardiac arrest event analysis
 - Critical Incident Stress Management services
- **Smoking Cessation Programs** that utilize scientifically proven "quit" methods as well as the resources of FOHS' Occupational Health Centers, Wellness/Fitness Centers, and EAP. Services include development, implementation, and on-going support for individual or group "quit" programs using Nicotine Replacement Therapy (NRT) and/or behavioral change programs.

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- **Law Enforcement Programs** to meet the special needs of Federal law enforcement organizations. Services include development of mandatory physical fitness requirements, clearance exams, EAPs, medical reviews, quality assurance programs, and database management.
 - **Injury Prevention and Disability Management Services** including development of and support for comprehensive Injury Prevention and Disability Management (IPDM) Programs. These services are designed to provide organizations with an integrated approach to:
 - Reducing the risk of work-related injuries and illnesses
 - Reducing the associated impacts on costs and productivity
 - Helping supervisors and co-workers appropriately manage workplace accommodation and return-to-work issues
 - Helping the employee return to work as soon as it is safe for them to do so.

Services include:

- **Worksite Assessments**
 - Safety Assessments
 - Ergonomic Assessments
 - Workplace Design Consultations
 - Functional Medical Standards Review
 - Organizational Assessments
 - Post-Injury Follow-up Assessments
- **Health and Wellness Services**
 - Wellness and Fitness Programs
 - EAPs
 - Work/Life Programs
- **Training and Education**
 - Worksite Health and Safety Training
 - General Health and Disease Prevention Programs
- **Medical Disability Management**
 - Case Management
 - Reasonable Accommodation Consultations
 - Light/Modified Duty Program Expert Medical Opinions
 - Return to Work Planning

FOHS also provides a wide variety of *Wellness/Fitness Services* including:

- Athletic trainer services
- Design of fitness programs and aerobics classes
- Design, development, staffing, and management of on-site Fitness Centers
- Design and development of customized Wellness/Fitness programs
- Selection, purchase, and maintenance of fitness equipment
- Fitness assessments and pre-participation screenings
- Design and presentation of Wellness/Fitness seminars on such topics as weight management, nutrition, and stress management
- Promotion of Wellness/Fitness programs

Employee Assistance Program Services Division

FOHS' EAP Services Division offers a wide variety of programs that help employees resolve personal problems that may adversely impact their work performance, productivity, conduct, health and/or well-being; help employees balance their work and personal lives; and help employers and employees adapt to workplace changes.

EAP Services are generally provided on a per-capitated basis. Some services however are available on a fee-for-service basis and can be customized to meet the needs of the organization and its employees. Most services are provided by licensed, professional counselors located in more than 200 counseling offices in Federal buildings across the country as well as through a vast network of "affiliate" counselors in approximately 11,000 locations across the country and overseas. Counseling and referral services are available 24 hours a day, 365 days a year.

The EAP capitated program offers confidential face-to-face initial assessments, short-term counseling, referral and follow-up services, using licensed counselors, for family-relationship issues, workplace concerns, alcohol and drug problems, personal and emotional difficulties, and health and behavioral issues.

Other EAP services within the capitated EAP include:

- **The EAP Website**, which includes:
 - Educational materials, self-help strategies and other resources to help employees learn how to live healthy and work well
 - Specific information about EAP services
 - Help in preparing for sessions with a counselor
 - Self-screening tools on key behavioral health topics, including depression and alcohol abuse
- **Employee Orientation** to provide new employees with an overview of the EAP, the services offered, as well as privacy and confidentiality standards.
- **Supervisor Training** for supervisors, managers, employee and labor relations specialists, union officials and human resources officers on the procedures for
 - Referring employees to the EAP
 - Crisis management
 - Appropriate documentation regarding employee productivity issues
 - Privacy and confidentiality
 - Employee reintegration into the work environment
- **Critical Incident Stress Management (CISM) Services** using professionally trained CISM counselors to assist in the management of traumatic situations through consultations with management, and by providing defusings and debriefings.
- **Consultation to Supervisor and Managers** on recognizing and documenting performance problems, identifying ways to approach a troubled employee, and making referrals to the EAP.
- **Financial Services** designed to provide employees with help to reach their financial goals. The Program offers information on a wide range of issues such as retirement planning, education funding, estate planning, and investment strategies.
- **Legal Services** using licensed attorneys, practicing law in the state of the legal concern, will provide a telephone consultation at no charge to the employee. Office visits or

services from a participating attorney at discounted rates are also available. Issues that can be addressed include:

- Healthcare Power of Attorney
 - Living Wills
 - Housing or real estate matters
 - Estate planning
 - Family law, such as divorce, child custody and child support
 - Criminal matters
- **Educational Seminars** on such topics as conflict resolution, substance abuse, balancing family needs, time and stress management, managing employees with performance problems, dealing with sexual harassment, and how to cope with change.

The EAP Services Division has also developed a set of *specialized programs* including:

- **Organizational Development (OD) Programs** to help organizations and their employees develop business, organizational and behavioral strategies to adapt to the rapidly changing workplace. Services are designed to assist managers and employees to improve group dynamics, communications, and their organizational culture. OD services include but are not limited to:
 - Management retreats
 - Training programs
 - Executive coaching
 - Skills development
 - Organizational change management
 - Violence prevention and incident response training
- **Law Enforcement Assistance Program** to provide specialized EAP services to members of the Federal law enforcement community. This Program utilizes professional counselors, trained to provide services to this special needs group, to help law enforcement agency personnel and their family members cope with the unique stressors associated with this often-times dangerous and stressful occupation.
- **Alternative Dispute Resolution (ADR) Services** that utilize a network of experienced ADR professionals, trained in a variety of ADR techniques, to help disputing parties resolve their disagreements.
- **Family Support Center Services** that are mandated by the Department of Defense and include the Family Advocacy Program, Exceptional Family Member Program, Family Member Employment Assistance, Information and Referral, Relocation Assistance Program, Outreach, and Consumer Affairs and Financial Counseling.
- **International Employee Assistance Program Services** to support Federal employees and their families abroad. This Program includes services for U.S. citizens and local nationals as well as their family members, and provides many of the same EAP services provided to state-side employees, as well as those specialized for the expatriate experience.
- **Return to Work Facilitation Services** that, as an early intervention behavioral process, empowers both the employee and supervisor to focus on ability and a safe, timely return to the workplace after a behavioral or medical disability.

The Employee Assistance Program Services Division has one of the country's most comprehensive *Work/Life Programs* for Federal employees. The Program provides services both on-line and telephonically by trained Work/Life counselors. The Program promotes a flexible range of options to help employees and their families balance personal and workplace responsibilities at

every life stage. The Program offers confidential information, referrals to qualified resources, educational material and handbooks, and consultation services. The Work/Life Program includes information and services for life events, such as:

- Adoption
- Becoming a Parent
- Newborn and Child Care
- College and Technical Schools
- Summer Programs
- Financial Aid
- Relocation, Career Development
- Convenience Services (e.g., travel, automotive, home improvement)
- Retirement Planning
- Elder Care and other services for adults with disabilities and illnesses

Environmental Health Services Division

FOHS' nationwide network of environmental health and industrial hygiene specialists provides environmental, health and safety consultations and services to help Federal managers establish and maintain safe, healthy and productive work environments and to comply with OSHA and Environmental Protection Agency (EPA) regulatory compliance mandates. Services provided within this Division include but are not limited to:

Indoor Air and Water Quality Assessments to investigate and evaluate situations where building occupants experience health problems that may be linked to air or water quality. Evaluations include building assessments, conducting tenant meetings to identify and discuss potential problem areas and analyzing clinical and epidemiological data to identify and address complex problems.

Hazard Assessments to identify physical, chemical, radiological and biological stressors. FOHS experts provide personal exposure assessments and develop abatement strategies based upon a thorough evaluation of data from prior studies and/or actual sample results.

Asbestos Detection, Monitoring and Abatement Services including development of asbestos management plans, building profiles, training, air monitoring, abatement oversight, sample analysis and record-keeping. All services are conducted in accordance with OSHA and EPA standards. Samples can be analyzed immediately on-site or at FOHS' certified asbestos laboratory.

Lead Detection, Monitoring and Abatement Services to comply with Title X of the Housing and Community Development Act of 1992 (Section 403). FOHS helps to develop lead abatement programs, design lead management plans and provide lead abatement oversight. In addition, FOHS' industrial hygienists educate Federal managers and employees about the hazards of lead in drinking water, working safely with lead, and the safe removal of lead-based paint.

Safety Assessments and Training to help managers improve their organizations' safety and health programs and to educate managers about the importance of and requirements for ensuring that employees are safe and healthy in the workplace.

Environmental Surveys to help organizations meet the requirements of the Resource Conservation and Recovery Act (RCRA), the Comprehensive Environmental Response Compensation and Liability Act (CERCLA), as well as the Superfund Amendments and Reauthorization Act (SARA). FOHS also provides site investigations and facility assessments as may be required by Federal, State or local government agencies.

Personal Protective Equipment (PPE) Program including a respiratory protection program as required in 29 CFR 1910.132 and 1910.139. FOHS' experts help to develop or suggest improvements to PPE Program elements including hazard assessments and fit testing. FOHS also provides training on the selection, use, limitations and maintenance of equipment and equipment procurement.

Hearing Conservation Consultations and Assessments to assist in the implementation of agency-specific hearing conservation programs. In accordance with OSHA's 29 CFR 1910.95, FOHS provides noise exposure assessments, noise exposure monitoring, octave band analyses, and noise engineering surveys. In addition, FOHS provides consultations on the procurement, fitting and training in the use of hearing protective devices and audiometric testing.

Hazard Communication Program Development and Implementation to help agency managers meet the requirements of OSHA's Hazard Communication Standard (29 CFR 1910.120). FOHS' environmental health professionals conduct hazard communication training for employees, develop inventories of hazardous materials, provide material safety data sheets, conduct program evaluations and develop hazardous material control plans.

Emergency Response Plan Development and Training including the development of comprehensive safety and health programs, employee and supervisory emergency response training, and the development and implementation of emergency response plans.

Food Sanitation and Service Inspections to ensure compliance with all applicable FDA regulations. Inspections ensure that food preparation, storage and service meet the necessary safety requirements.

Ergonomics Assessments and Program Development to help managers prevent work-related injuries and address workplace injury risk factors that help employees stay healthy and on the job. Ergonomic Program elements include:

- Consultations on the selection and procurement of workstation equipment and furniture
- Individual workstation evaluations
- Training seminars and on-line training
- Assisting with reasonable accommodation requests and return to work issues
- Recommendations for space planning and appropriate workstation and computer setups
- Converting generic job descriptions to functional job requirements that identify physical demands of the job tasks
- Recommendations for overall compliance with OSHA's ergonomics guidelines including assistance in developing written policies, hazard reporting, job analyses, training requirements and management procedures.

FOHS' Environmental Health Services Division also manages three fully-equipped and accredited reference laboratories. These state-of-the-art laboratories offer both sampling and analytical support services and specialize in industrial hygiene, environmental, microbiological, as well as asbestos and other fine particle analyses. Analyses are conducted for heavy metals, regulated chemicals, fungi, molds, indoor allergens, water-borne contaminants, asbestos and other fine particles. Working in concert with the Division's environmental health specialists, laboratory personnel also provide consultations on the recognition, evaluation, clean-up and control of a multitude of safety and health exposure concerns.

For over half a century, FOH has delivered high quality occupational health services to Federal managers. FOH's knowledge of the Federal workplace, combined with strategic partnerships with professional health, environmental and safety organizations, enables FOH to help other Federal organizations maintain a safe and healthy workplace. FOH has created a team of professionals that is unparalleled in its ability to work within the Federal structure, yet remains as flexible and innovative as any private sector provider.

Through convenient interagency agreements, FOH's Clinical Services, Wellness/Fitness Programs, Environmental Health Services, and Employee Assistance and Work/Life Programs can provide your agency with a comprehensive occupational health program that saves you time and money. Our ability to customize services enables you to integrate components of our services with existing programs, enhancing their impact and ensuring that your agency meets its obligation to provide a safe and healthy workplace.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at www.foh.dhhs.gov or call us today at **1-800-457-9808**.

Because you need a healthy work force. And we can help you build one.

healthy bodies ❖ *sound minds* ❖ *a safe place to work*